

# Multifamily Recycling & Composting Education Program

Update to Solid Waste Advisory Committee

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Multifamily Recycling & Composting Education Program Manager

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Seattle Public Utilities



City of Seattle

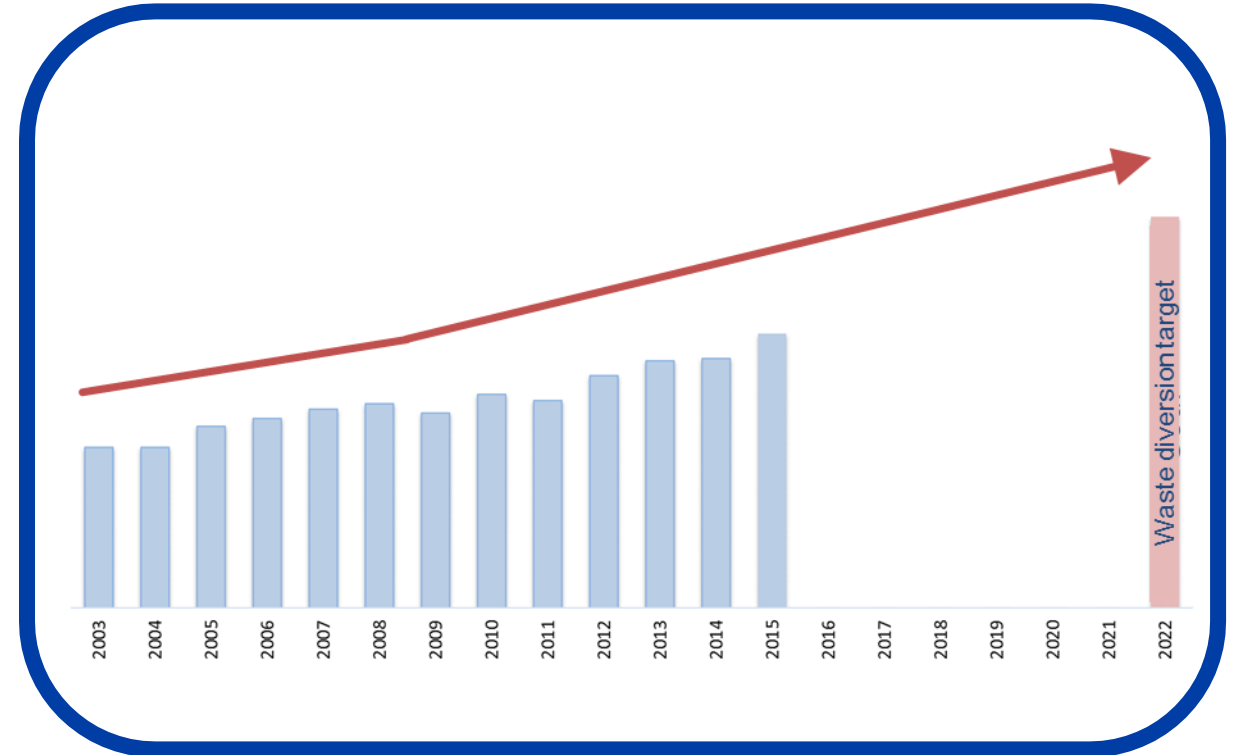
# Outline

- Overarching goal
- Multifamily sector
- Main barriers
- Outreach efforts
- Relevant metrics
- Next steps

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# Goal: Build an **equitable** and **effective** program



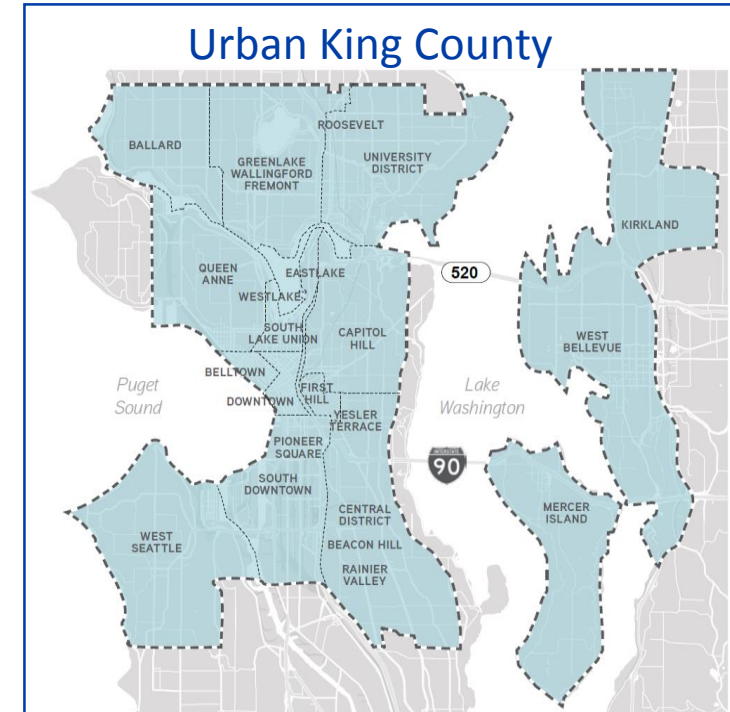
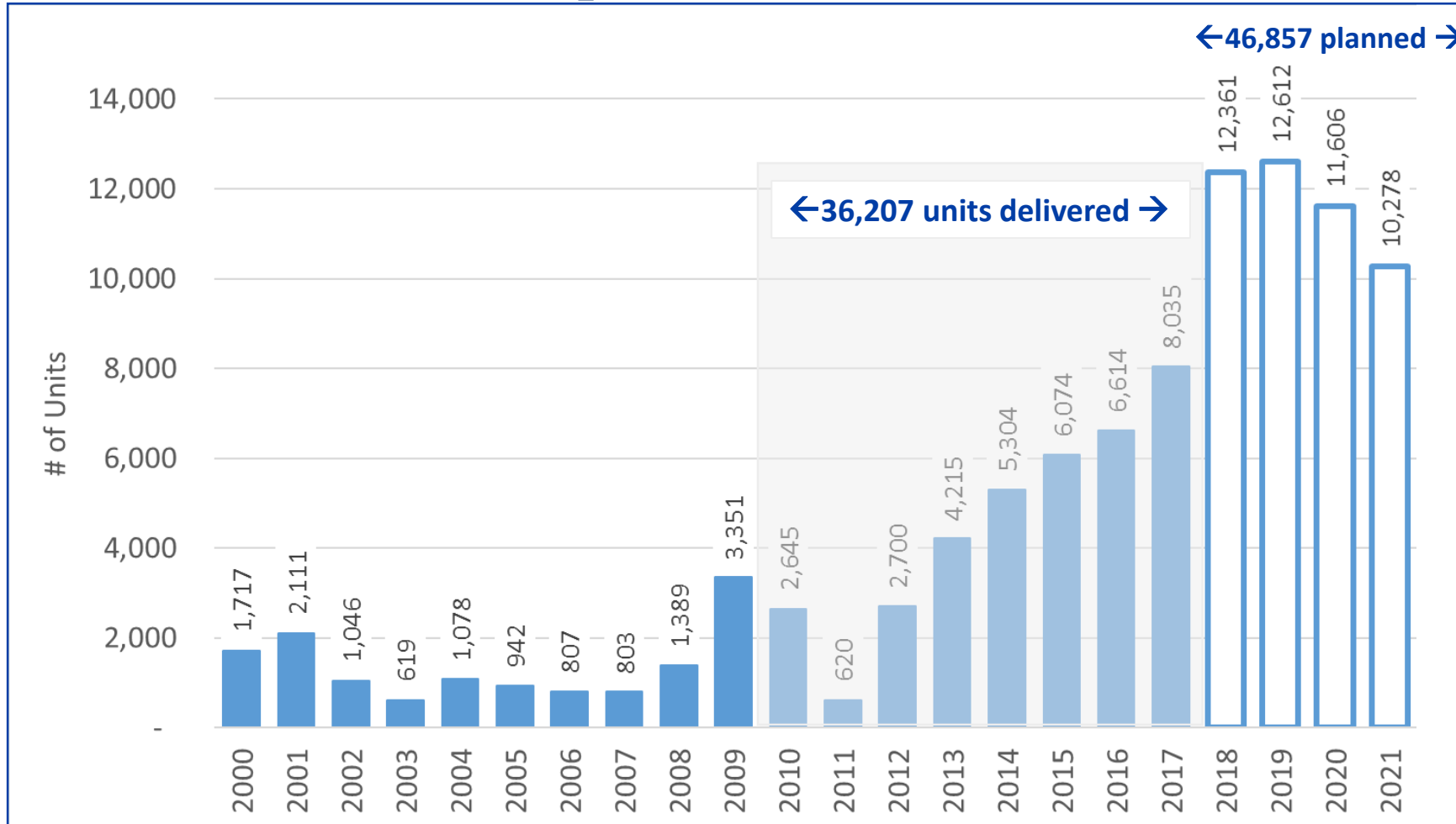
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# Multifamily Sector

- Buildings with:
  - More than 4 units or
  - A garbage dumpster (regardless of number of units)
- 7,200 buildings
- 154,00 units
- 231,000 residents

# Multifamily Sector Growth



Source: 2018 Seattle Apartment Market Study (Dylan Simon)

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# Main Barriers for Increasing Food Waste Diversion: 2016/17 surveys & interviews

- Available & convenient infrastructure → Common & in-unit containers
- Resident awareness → Regulations, what goes where & what happens to items diverted from landfill
- Property managers lack information about SPU solid waste system



Community-Based Social Marketing (Schultz, 2014)

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# Partners



Sustainable Solutions for All



## Internal

- Solid Waste Inspection & Compliance
- Customer Service Call Center
- Solid Waste Planning
- Environmental Justice & Service Equity

# Outreach Team



**Multicultural consultants & SPU environmental educators that collectively speak 12 different languages**

# Technical Assistance

Visit properties to:

- Evaluate
- Troubleshoot and
- Improve solid waste collection



# Evaluate & Troubleshoot

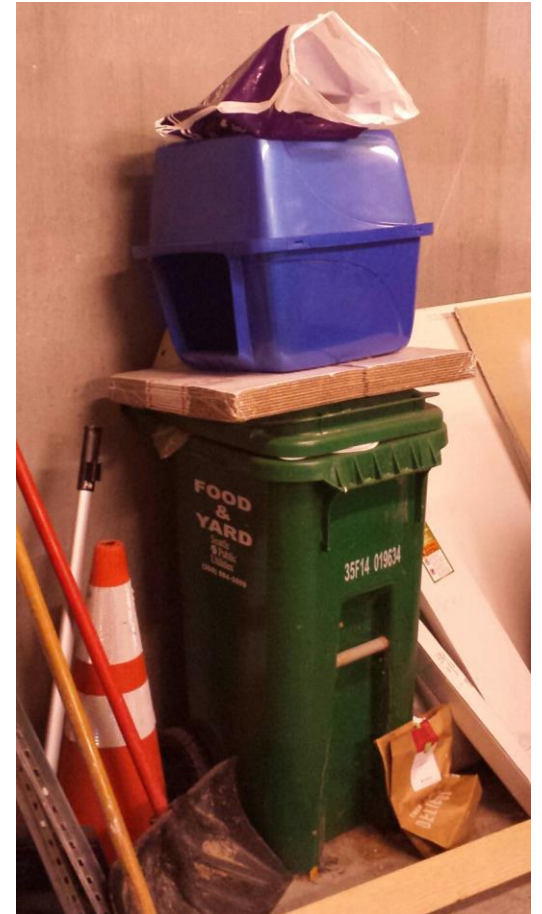
## Compost Carts/Containers

1. **Available:** *Present or ready for immediate use*
2. **Accessible:** *Capable of being used or seen*
3. **Convenient:** *Suited to personal comfort or to easy performance*



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# Evaluate & Troubleshoot Compost Carts/Containers

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- Collect baseline information & performance metrics



**City of Seattle**

# Improve Solid Waste Collection

Track baseline information & determine:

- Immediate needs → Better signage, resident training
- Longer-term needs



# Resident Training

## Presentations



## Tabling



## Door-to-door



# Lake Washington Apartment outreach

- Door-to-door outreach to a 375-unit building
- Outreach conducted by 10 educators who speak 11 different languages
- Spoke with residents in 47% of the households (175 households)
- 46% of all interactions were in a language other than English (81 households)



# Improve Solid Waste Collection

## Track baseline information & determine:

- Immediate needs
- Longer-term needs → When to revisit?

BASIC INFORMATION									
Property Name			Property Address						
Representative			1 <sup>st</sup> Visit Date			Follow-up Visits/Calls			
BUILDING LAYOUT									
Obs # units		# Buildings/Towers		# Floors					
PROPERTY ACTIONS ALREADY TAKEN									
Actions already taken by property (Circle all that apply)									
Adequate signage installed				FW baskets provided					
Move-in orientation includes SW info				Compostable bags provided					
Engaged property staff				Provide special collections (specify)					
Other:									
SUBJECTIVE RATING OF FW COLLECTION SYSTEM									
How robust is their system? (1-strong, 4-weak)									
Other property notes (major barriers, challenges, etc.)									
RESOURCES & TOOLS									
Tools to Order		#/type		Done?		Recommended Follow-up			
FW baskets						Additional TA SPU Staff follow-up:			
Bag dispensers									
13-gal carts									
Fridge clips						Staff training FORC information Resident training: presentation, tabling, D2D Other:			
Decals/stickers		G__R__FW__							
Small posters		G__R__FW__							
Medium posters		G__R__FW__							
X-large posters		G__R__FW__							
Flyers		WDIG____ FW____							
Other									

# Other Efforts to Engage Residents

- Direct mailing of multilingual information & sorting guidelines

**TIPS FOR COLLECTING FOOD SCRAPS IN YOUR KITCHEN**

- Use a washable container with a lid. Line it with newspaper, paper bag, compostable bag or just wash out the container after emptying. DO NOT use plastic bags.
- Empty food waste directly into your Food & Yard Waste cart.
- DO NOT put plastic bags or plastic containers in your Food & Yard Waste cart.

**To control odors:**

- Put a lid on your container.
- Empty your container often and wash after emptying.
- Store food scraps in the refrigerator or freezer until collection day.

Find more information at [seattle.gov/util/foodwaste](http://seattle.gov/util/foodwaste).  
Questions? Call (206) 684- 8717 or email [AskEvelyn@seattle.gov](mailto:AskEvelyn@seattle.gov).

**Consejos prácticos para recolectar desechos de comida en tu cocina:**

- Usa un recipiente lavable con tapa. Lava el recipiente frecuentemente o si deseas puedes cubrirlo con periódico, con una bolsa de papel, o con una bolsa que esté claramente marcada con el nombre: 'compostable'. NO USES bolsas de plástico.
- Vacía los desechos de comida en el bote de tu edificio que esté marcado con el letrero: "Food & Yard".
- NO PONGAS bolsas de plástico ni ningún tipo de recipiente o contenedor de plástico en los desechos de comida.

**Para evitar malos olores:**

- Coloca una tapa en tu recipiente.
- Vacía tu recipiente frecuentemente y lávalo después de vaciarlo.
- Coloca los restos de comida en el congelador o en el refrigerador hasta el día de recolección.

Puedes encontrar más consejos útiles en [seattle.gov/util/foodwaste](http://seattle.gov/util/foodwaste). Si tienes preguntas, llámanos al (206) 684- 8717 o envíanos un correo electrónico a [AskEvelyn@seattle.gov](mailto:AskEvelyn@seattle.gov).

**Những lời khuyên về việc thu gom thực phẩm bỏ đi trong nhà bếp của quý vị:**

- Dùng một thùng đựng có thể rửa được và có nắp đậy. Lót thùng bằng giấy báo, bao giấy, bao có thể phân hủy hoặc không cần dùng bao. KHÔNG ĐƯỢC dùng bao nylon.
- Đổ trực tiếp thực phẩm bỏ đi vào thùng đựng Thực Phẩm Bỏ Đi & Cây Cỏ Khi Làm Vườn.
- KHÔNG ĐƯỢC bỏ bao nylon hoặc hộp đựng bằng nhựa vào thùng đựng Thực Phẩm Bỏ Đi & Cây Cỏ Khi Làm Vườn.

**Để kiểm soát mùi hôi:**

- Đậy nắp thùng đựng.
- Đem thùng đựng ra để thường xuyên và rửa thùng sau mỗi lần đổ.
- Lưu trữ thực phẩm bỏ đi trong tủ lạnh hoặc ngăn đá cho đến ngày đổ rác.

Tìm hiểu thêm trong [seattle.gov/util/foodwaste](http://seattle.gov/util/foodwaste). Nếu quý vị có thắc mắc, hãy gọi số (206) 684 8717 hoặc email [AskEvelyn@seattle.gov](mailto:AskEvelyn@seattle.gov).

**在厨房收集食物残渣小提示:**

- 將食物殘渣廢物放入帶有蓋子的可清洗容器。可用報紙、紙袋或可降解袋子套住容器，請不要使用塑膠袋。
- 請將食物殘渣直接倒入食物和庭院廢物車內。
- 請不要將塑膠袋子或塑膠盒子放到食物和庭院廢物車內。

**避免產生氣味小提示:**

- 使用有蓋子的容器。
- 經常清洗容器。
- 將食物殘渣儲存於冷櫃或冰櫃中，直至垃圾收集日。

如需要更多相關資訊，請瀏覽 [seattle.gov/util/foodwaste](http://seattle.gov/util/foodwaste)。還沒有食物和庭院垃圾車？請致電 (206) 684-8717 或發送電子郵件至 [AskEvelyn@seattle.gov](mailto:AskEvelyn@seattle.gov)。

**Compost** #1 RULE: NO PLASTIC

**All Food Waste**

**Food-Soiled Paper (without shiny coating)**

**Approved Compostable Packaging & Bags**

**Yard Waste, Plants, Untreated Wood**

**No Plastic. No Glass. No Metal. No Plastic Bags. No Animal Waste. No Rocks.**

**Where Does it Go?**

# Other Efforts to Engage Residents

- Color-coordinated dumpsters/carts
- Large & multilingual large decals



# Other Efforts to Engage Property Managers/Staff

- Solid waste workshops
- Tools to divert compostables from garbage
- Direct mailing to all accounts → SPU resources
- Website to request signage and assistance
- Tabling & presentations at landlord events
- Electronic newsletters

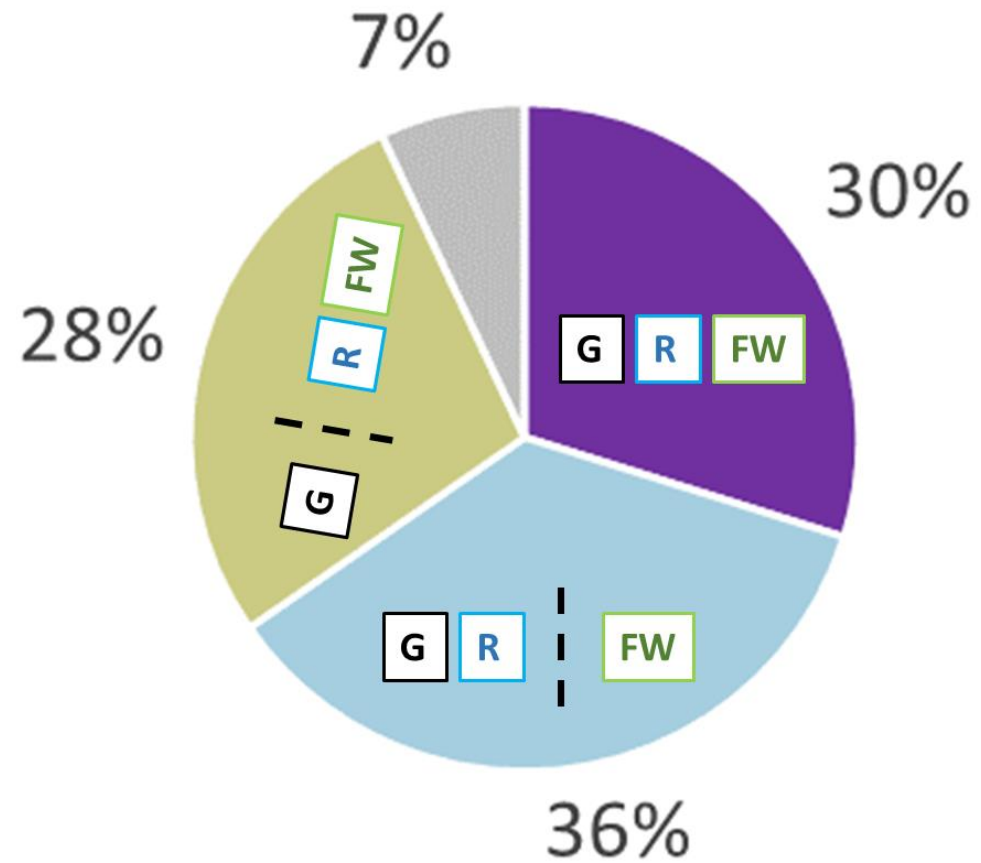


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# Collocation

## Buildings with 100+ units



# Subjective Food Waste Rating:

How robust is the food waste collection system on a scale of 1-4, where 1 is strong and 4 is weak?

Food Waste rating = 1



Food Waste rating = 4



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# Next Steps

- Evaluation

# Evaluation (Jan 2016 to Jun 2018)

- Percentage of buildings that have received TA, resident training & other support by:
  - Geographical area (e.g., zip code)
  - Building size
- Changes in subjective Food Waste rating
- Changes in garbage, recycle & compost capacity per unit per week

# Next Steps

- Evaluation
- Work with Outreach Team to:
  - Identify effective strategies for different MF subsectors
  - Figure out how to better serve buildings with < 100 units
  - Find ways to bring SF-style convenience to MF sector

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  - Identify effective strategies for different MF subsectors
  - Figure out how to better serve buildings with < 100 units
  - Find ways to bring SF-style convenience to MF sector
- Chute research → Inform recommendations for future buildings

# Thank you!

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